



Corporation for National & Community Service

Facility Operations & Maintenance Applications Development Applications Services Business & Technology Consulting

- Systems Production & Operations Support
- Systems Quality Assurance
- Business Processing Re-engineering
- Strategy Consulting
- Organizational Change
- Business Requirements Analysis
- Acquisition Support
- Budget Analysis & Execution
- IT Strategy & Enterprise Architecture
- IT Management, Policy, Methodology & Best Practice Consulting
- Technical Studies & Analysis
- Project & Program Management Support
- Independent Validation & Verification (IV&V) Services
- IT Administration Support
- Information Security & Privacy Services

PROJECT OVERVIEW

The Corporation for National and Community Service (CNCS) was formed to foster civic engagement through service and volunteering. With approximately 600 employees, CNCS offers support for up to 75,000 volunteers.

PSI has been providing CNCS with Computer Facility Operations and Maintenance Support since October 2007. We are currently performing services on three new IDIQ contracts: Applications Services, Applications Development, and Business & Technology Consulting.

PSI SERVICES AND RESULTS

PSI helps CNCS to effectively operate, maintain, and manage its mission of national volunteerism through support services such as eGrants Help Desk, OIT Help Desk, Desktop Support, Network Support, Database Management, and Applications Maintenance. PSI provides Tier I, II, and III end-user support which ensures customer service levels are achieved and Office of Information Technology (OIT) expectations are met.

PSI recently upgraded production and three test environments to Oracle 10g, Database, Application Servers, Forms and Report Servers. PSI has provided successful operations and maintenance despite several staff turnovers due to a bankrupt incumbent contract. PSI continues to improve the quality of staff as well as communications with the client and other CNCS contractors. PSI is providing recommendations to CNCS for process improvements software tools for better testing capabilities, and the provision of Oracle expertise for analysis of developmental versus production infrastructure issues.

TECHNICAL ENVIRONMENT

- Oracle 9i, Oracle 10g, Oracle JDeveloper, Oracle Reports 6i, Oracle Forms, Oracle Discoverer 4i, Oracle Warehouse Builder, Oracle Internet Directory, Oracle Designer, Oracle Portal
- Cisco Network Components
- Centre 7 Live (online training/collaboration)
- Adobe Robo Help
- Mercury Interactive
- Java J2EE, Struts, Servlets, JSPs

CONTACT

Planned Systems International, Inc.

5201 Leesburg Pike, Suite 1100
Falls Church, VA 22041

703.575.8400
www.plan-sys.com

About Planned Systems International, Inc.

PSI offers a full-service, single source approach to providing quality Information Technology solutions and services with an emphasis on our core capabilities. Our winning combination of people, service, and integrity helps our clients achieve sustainable success.